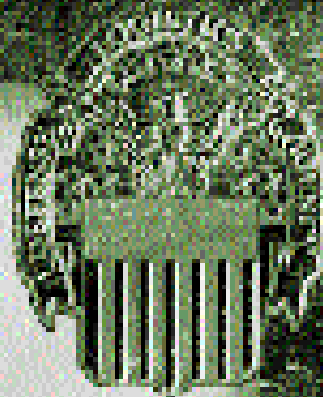


# DCMC Long Island Wins Presidential Award For Quality



**W**ASHINGTON — Defense Contract Management Command Long Island, a field activity of Defense Logistics Agency, is the recipient of the prestigious Presidential Award for Quality for 1998.

The nation's top award for quality in government's executive branch [was] presented to DCMC Long Island, Garden City, N.Y., during ceremonies June 17 in Washington. In addition, 10 other federal operations [received] an award for Quality Improvement or other recognition for quality. Two of these are also from DLA: DCMC New York, Staten Island, N.Y., which won the Award for Quality Improvement; and Defense Industrial Supply Center, Philadelphia, Pa., which was a program finalist.

Janice R. Lachance, director, U.S. Office of Personnel Management, [presented] DCMC Long Island officials with the award on Wednesday, June 17, at 11:30 a.m. at the International Trade Center of the Ronald Reagan Building, 1300 Pennsylvania Avenue NW (Amphitheater), Washington, D.C.

The Presidential Award for Quality is presented annually to federal organizations whose accomplishments in improving customer service or saving tax dollars are significant and documented.

The Presidential Award for Quality is the equivalent of the Malcolm Baldrige Award for Quality in the private sector and the capstone of accomplishment for DCMC Long Island operation. Other recent DCMC Long Island recognition includes the Commander-in-Chief's Annual Award for Installation Excellence, presented by Secretary of Defense William Cohen (1998); the Quality Achievement Award (1996 and 1997); Quality Improvement Prototype Award (1995); Defense Contract Management District East Commander's Award (1995); Defense Contract Management Command Commander's Cup (1994); and, Defense Contract Management District East Commander's Award (1994).

"DCMC Long Island truly is a world-class organization," said OPM's Director Lachance. "The employees and managers of the Defense Contract Management Command Long Island have earned their place among the elite providers of quality products and services. They have a track record of accomplishment that can be admired by all of us who have preached so hard and for so long that government can be better, will be better, and now, is better."

DCMC Long Island serves as contract administrator for civilian and military agencies on Long Island, N.Y. DCMC Long Island saved taxpayers \$116 million in fiscal year 1997.

through improved contract negotiations, automation, the selling or redistribution of excess property, and a de-layering of supervisory levels to a ratio of 14 employees per supervisor. A solid partnership between management and labor helped DCMC Long Island through a difficult period of downsizing that reduced the workforce by nearly 50 percent since 1994.

One measure of DCMC Long Island's value to America's defense capabilities is its network of employee specialists in nuclear technology, engineering, textiles, transportation, property management, and quality assurance who ensure the abundance of goods and services provided by vendors meets contract specifications in terms of both quality and price.

Its nearly 300 civilian employees and five military officers work in 55 field offices throughout Long Island and perform inspection and production surveillance work at contract site locations across the country. They administer contracts for approximately 95 customers and roughly 650 contractors.

In fiscal year 1997, DCMC Long Island oversaw contracts worth \$6 billion. The Command's customers, which includes Warner-Robbins Air Force Base, Ga. (its largest), buy products as diverse as parts and assemblies for the Stealth Fighter, F-14 and F-18 aircraft, navigation systems for the Navy's fleet of Trident Submarines, and computers to support the Army's immense field digitization program.

Army Col. Robert P. Brown, DCMC Long Island commander, said the Command's edge has been its persistence in working toward quality.

"People who do Total Quality [sometimes] try it once or twice, get feedback, and then it gets pushed aside," Brown said. "We kept at it. We identified areas that needed improvement, took steps to close the gap and moved forward."

"Continuous improvement is never ending," Brown continued. "We exist to improve our support of our customers. It is not about winning, but [about seeing that] they get quality products and services at the right price and on time."

One of DCMC Long Island's keys to success has been the development of the Customer Account Program. Following an exhaustive review of customers supported by DCMC Long Island, the Command spearheaded this innovative, customer-focused program that improves customer support through the establishment of information networks that rapidly transfer customer information and provide dedicated customer support. DCMC Long Island listens and learns from its customers by inviting them to participate in Town Hall meetings that provide a forum for exchanging ideas and identifying opportunities for improvement.

To find out more about DCMC Long Island, call Ann Jensis-Dale at 617-753-4298.